

THE FUTURE IS PARTNERSHIP

An exciting innovation called America's One-Stop Career Center System connects employment education, and training services into a coherent network of resources at the local, state and national level. This new system links the nation's employers to a variety of qualified applicants and provides job-seekers with access to employment and training opportunities next door and across the country.

What caused the innovation? What provoked the changes to make the system user-friendly? Simple! We asked the employers, job seekers, educators and community service providers to tell us the most useful and time-saving way to help.

The customers emphatically responded: "Give us prompt and courteous service from the receptionist to the Center director, let us customize service without a lot of paperwork, and provide us with convenient and easy to access information about jobs and career paths." And that's what a strong partnership among Federal, State and local governments is beginning to do across the country. Strong alliances at the point of service delivery are essential – Employment Service, education and training agencies, Unemployment Insurance, vocational education agencies, vocational rehabilitation agencies, community colleges, and other non-profit and for-profit organizations are united to furnish the customers with unified service. These partners are also making sure the system fully serves the disabled community.

Innovation and partnership have led to the transformation of traditional Job Service and Job Training Partnership Act (JTPA) offices into One-Stop Career Centers. In many areas, community colleges and public libraries may also serve as convenient access points for the public. Customers can

visit the Centers in person or directly connect to the Center's information holdings through PC or kiosk remote access. For many, an Internet browser is all that's needed!

While individual State systems may reflect a range of titles – No Wrong Door, Workforce Development, Our State "Works!" – all are affiliated with America's One-Stop Career Center System.

The partners in Center service teams may also vary from State to State, but there's always a dependable menu of services – career counseling and assessment, employer and job-seeker access to automated job postings, information on job trends, assistance in filing Unemployment Insurance claims, and help in finding Federal or State dollars to cover some or all of the costs of training opportunities. Job-seekers and employers can learn about the performance of various employment and training providers so they can make informed choices about usage.

Customer choice is the key. In most Centers, employers and job-seekers may package the services in any number of

ways. From posting or looking at a job on the Internet, through guidance by highly trained help desk and counseling personnel, to fully customized packages of assistance for either employer or job seeker – the customer is in control!

The customer's input was critical to the creation of America's One-Stop Career Centers; it remains extremely important in determining the service offerings of the Centers. The local business community and job-seekers continue to provide commentary – and constructive criticism – on the quality of services at the Centers. The focus is squarely on positive public service – our customer's satisfaction is the number one goal!

America's One-Stop Career Center System



THE FUTURE IS POSITIVE PUBLIC SERVICE



America's One-Stop Career Center System

One-Stop Services for Individuals

- * Information about Local, State and National Labor Markets
- * Job and Career Resource Room (computers, faxes, telephones)
- * Job Listings
- * Hiring Requirements
- * Job Referral and Placement and Quality of Education and Training Programs
- * Initial Screening for Training Eligibility
- * Testing and Assessment
- * Job Search Skills
- * Assistance in filing UI claims
- * Other customized services at local option

One-Stop Services for Employers

- * Recruitment and pre-screening of qualified applicants
- * Easy access to post job listings on America's Job Bank (AJB)
- * Job and industry growth trends and forecasts
- * Wage data and other valuable labor market information
- * Compliance information on Federal legislation, e.g., Americans with Disabilities Act

America's Job Bank (AJB)

(<http://www.ajb.dni.us>)

Those searching for new or better jobs and employers searching for qualified workers are being connected through America's Job Bank.

Customers can access AJB job openings received from the State public employment services from One-Stop Career Centers, community colleges, libraries, shopping malls and on the Internet with personal computers.

America's Talent Bank (ATB)

(<http://www.atb.org>)

America's Talent Bank (a complimentary service to America's Job Bank) will allow employers to self-search a database of resumes and provide resume writers for job seekers. Other Talent Bank tools will include guides on how to write a good resume, give a good interview, prepare company research, and conduct Internet job searches. And, on the future Talent Bank horizon, "My Talent Scout" – prepared searches based on a prior successful search by that employer, available only to that employer and Public Talent Scout – prepared searches based on a pattern of searches within an industry/-occupation made available to any employer making a new search.

Would you like more information about America's One-Stop Career Center System and other workforce development programs and initiatives? Just set your Internet browser to <http://www.doleta.gov>.

You may reach the U.S. Department of Labor representative for America's One-Stop Career Center System by calling:

Region I – CT, ME, MA, NH, RI, VT

617-565-3630

Region II – NJ, NY, PR, VI

212-337-2139

Region III – DE, DC, MD, PA, VA, WV

215-596-6336

Region IV – AL, FL, GA, KY, MS, NC, SC, TN

404-562-2092

Region V – IL, IN, MI, MN, OH, WI

312-353-0313

Region VI – AR, LA, NM, OK, TX

214-767-8263

Region VII – IA, KS, MO, NE

816-426-3796

Region VIII – CO, MT, ND, SD, UT, WY

303-844-1650

Region IX – AZ, CA, HI, NV, GU

415-975-4610

Region X – AK, ID, OR, WA

206-553-7700



**America's One-Stop
Career Center System**

AMERICA'S ONE-STOP

CAREER CENTER SYSTEM

Connecting To The Future